

Sharing information

We will not share your information with others without your permission unless there are exceptional circumstances, such as when the health or safety of others is at risk, or when we are legally required to pass on information

Any other agency receiving information from us is also under a legal duty to keep it confidential.

Occasions when we must pass on identifying information include:

- To the police, where a court order has been issued
- To the local health protection team for certain infections that may be dangerous to the safety of others e.g. infectious hepatitis
- Where there are concerns about safeguarding vulnerable adults or children

We will always try to discuss sharing identifying information with you first, unless prevented from doing so by a court order.

Information shared with other agencies for the purpose of monitoring sexually transmitted infections and HIV is anonymous. Your information is held in the European Union only. Here are some of the partner organisations we may share information with via a Secure Portal:

- *Public Health England*
- *Pathway Analytics*
- *Local Authorities/Clinical Commissioning Groups*
- *Health & Social Care Information Centre*

Further Information

The Data Protection Act 1998 allows you to find out what information is held on computer and in certain paper records about you. If, at any time, you would like to know more about how we use your information, or you want to know what information is held about you, please speak to any member of staff or write to The Service Manager, The Wolverton Centre.

If you require independent advice you may
Contact: Information Commissioner's Office (ICO),
Wycliffe House, Water Lane, Wilmslow, Cheshire,
SK9 5AF
Tel. 01625 545700

The Wolverton Centre

Sexual Health Centre

YOUR INFORMATION

How & why we use it

Living our values *everyday*



The information we collect from and about you will be stored securely in accordance with the Data Protection Act 1998. Access to this information is strictly controlled. Clinical information can only be accessed by Wolverton Centre staff.

If you attend this service again, or another service, you may be asked if you want to create a new identity or update earlier information. In order to ensure confidentiality, all access to your sexual health record is 'monitored', which means we can see who has looked at your record. Only staff directly involved in your care, or investigating complaints or clinical incidents, are allowed to access this information. You have a right to access to any information held about you and we will provide an extract of the electronic record or a copy of any written notes on receipt of a valid written request. Under the Data Protection Act 1998, you have a right to know who holds personal information about you. This person or organisation is called the data controller. The data controller for this service is the Service Manager.

To make sure you receive the best possible care, we keep information about your health and any treatment we provide. This includes:

- Basic details about you, such as your address, and times when we have seen you
- Notes and reports about your health and any treatment and care you need
- Details and records about the treatment and care you receive
- Results of tests, such as laboratory tests
- Relevant information from other health professionals

Your records are used to:

Manage the care you receive

- If needed, to share information with other services important for your care
- Look after the health of the general public
- Obtain funding for the care we provide

- Audit NHS accounts and services
- Investigate complaints, legal claims or untoward incidents
- Make sure our services can meet patient needs in the future
- Prepare statistics on performance
- Review and assess the care we provide to ensure it is of the highest standard
- Teach and train healthcare professionals
- Conduct health research and development through surveys and audits

For purposes other than your direct care, we use anonymous data when possible. The service line management team will regularly check our standard of records management. This includes looking at a sample of patient notes and incident report forms to check for example, that they are written clearly, signed and dated and stored securely.

If you do not want your records to be made available during an assessment, please inform a member of staff.

Keeping my visit here private:

Your visit here will be as confidential and discreet as possible. Everyone involved in your care in This Service has a legal duty to keep information about you confidential. We store personally identifying information electronically and in paper record format. We will give you a personal reference number. Please keep this number safe as you may need it to get any test results.

Here is some information about choices available to you:

We can register you with an assumed name ('alias') if you wish. If so, your records cannot be matched to any national number and no-one else outside of the sexual health services can link any test results to you. If you use an assumed name, we cannot communicate with your GP or other health

professionals about you even if you give us permission

- You can't use an assumed name if you are referred on for an X-ray or to see another doctor in a main hospital as it is not safe to provide care in hospital with an assumed name. We can discuss options if this is needed
- If you do choose an assumed name please try and remember it: we won't be able to find your details otherwise, and you won't be able to get your results off the phone system.

These are specific measures we use to protect your privacy:

All sexual infection and HIV tests are sent to the laboratory without your name. The results can only be seen by sexual health clinic staff. However, for some tests, such as cervical smears or biopsies, we will need to use your full identity. We will let you know if we are taking these kinds of tests and ask for specific permission. Your GP and other health care staff need to be able to see these results in case you need ongoing care elsewhere

Your records are kept separately from hospital, general practice and other health and social care records unless you have requested this.

How we contact you:

- You can choose how we can contact you, or ask that we never contact you. If you decide on no contact it is entirely up to you to collect and act on any test results
- We would like to have your mobile number as this is the quickest way of getting hold of you if there is a problem. We also send appointment reminders and test results by SMS text message.
- You can choose whether or not we are permitted to write to your GP or other health care staff outside of this clinic